Iowa Gambling Treatment Program 1-800 BETS OFF Helpline FY2011 Annual Report

Total Calls:	5969	Avg. Cal	l Length: 2	minutes	Male: 47%		Fema	le: 53	%
Day of Week:		Time of Day:		Previous Year Call Totals					
Monday	16%	Midnig	ht - 8 a.m.	10%	June-11			488	
Tuesday	14%	8 a	.m Noon	23%	Julie-11			400	
Wednesday	15%	No	on - 4 p.m.	29%	May-11 -			469	
Thursday	16%	4 p.ı	m 8 p.m.	22%					
Friday	17%	8 p.m.	- Midnight	15%	April-11		<u> </u>	148	
Saturday	11%				March-11			519	
Sunday	11%							486	
Topics:					February-11 -				
	(Casino banning	227 1320	4%	January-11			27	
	Casino info/buffet, etc.			22%	January-11		4		
	Gambler's Anonymous inf			2%	December-10			504	
Lottery issue/question			406	7%					537
Media/Press			2	0%	0% November-10 -			T ,	037
Need local # for treatment center			41	1%				504	
Other gambling related issue/?			84	1%	October-10 -			304	
Request for BETS OFF info pack			55	1%				147	
Request for gambling ed materials			15	0%	\\ \text{PDIEMBER-10} = \				
Treatment inquiry for self			1081			-		477	
		nquiry for other	391	7%	August-10 -				
	rreatment	Other	2274	38%	July-10			564	
		TOTAL	6008	30 /0		200	100		
Outcomes:		TOTAL	0000		0	200	400	600	800
	Instructed to	contact casino	1392	23%					
Provided gambling assistance/counseling			49	1%	Caller's Re	Caller's Relationship to Gambler:			
Referred to IDPH/Website			24	0%		Child 79			
Referred to lowa Lottery			388	6%	Educator/Couns		20		
Referred to national number/Out of state source			516	9%	Employee/Co-wo		4		
Referred to treatment provider			1138	19%		riend	103		
Request sent/referral to ISAIC			130	0%	Hust		31		
			212				48		
Supplied requested info			34	4%		other			
Unable to assist				1%	Other rela		72		
Other			2240	37%	Pa	arent	50		
D - (l -		TOTAL	6006			Self	1442		
Referrals:			450	400/		Unknown 130			
P		neast Iowa (11)	152	13%		Wife	56		
_		rial Hospital (4)	107	9%			_		
Problem Gambling Services (7)			417	37%	Where Caller Heard				
Community and Family Resources (2)			34	3%	-	About Helpline:			
		mily Service (9)	88	8%		2-1-1	5		
Riv		very Center (6)	77	7%	Billbo	ards	20		
Compass Pointe (1)			28	2%		sino	781		
Sı	ubstance Abu	se Services (5)	182	16%	Fa	mily	8		
Prairie	Ridge Treatr	nent Center (3)	53	5%	Frie	ends	10		
	_					ttery	296		
		(successful):			Newsp	aper	2		
Α	DDS of South	neast Iowa (11)	92	61%	R	adio	6		
	Allen Memo	rial Hospital (4)	58	54%	C	Other	80		
Pro	blem Gambli	ng Services (7)	254	61%	Spouse/Pa	rtner	0		
Communi	ity and Family	Resources (2)	17	50%		TV	37		
		mily Service (9)	43	49%					
Riv		very Center (6)	42	55%					
		pass Pointe (1)	15	54%					
Substance Abuse Services (5)			111	61%					
•		(0)		2.70					

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